



USING PALMIS

Navigating the PALM scheme IT system for approved employers

31 October 2024

The Pacific Australia Labour Mobility (PALM) scheme is the Australian Government's integrated approach to Pacific labour mobility. The PALMIS information system (PALMIS) supports the operations of the scheme.

PALMIS aligns with PALM scheme deed and guidelines requirements and contains many features to support and streamline operational processes such as recruitments, mobilisations and incident reporting.

As a registered user of PALMIS, this newsletter will keep you informed about important system features and how to use them.

Upcoming PALMIS release changes

Vietnam Labour Mobility Arrangement

From 23 October 2024, the Vietnam Labour Mobility Arrangement (VLMA) will support the recruitment of up to 1,000 Vietnamese nationals to undertake short-term and long-term agriculture related unskilled, low-skilled and semi-skilled work in Australia for up to 4 years.

A small cohort of selected PALM scheme employers will be part of the VLMA. To support these arrangements, Vietnam has been included in the recruitment country drop down as an option in the approved employer (AE) portal when creating a new recruitment plan.

Please note only employers selected to participate in the VLMA are eligible to lodge a recruitment plan for Vietnam. Further information can be found on the PALM scheme website: [Vietnam Labour Mobility Arrangement](#).

New AE portal security roles

From 15 November 2023, 2 new user access roles will be introduced as a part of the AE portal user access model. These are a:

- recruitment and mobilisation management role
- incident management role

These roles will provide employers with the ability to manage their employees' access to different types of information. Further details can be found in the November AE portal release notes.

Messages from the labour sending unit

When creating or editing your recruitment plan please upload the offer of employment documents at the earliest point, so the labour sending unit (LSU) can access this information. This will support and streamline the recruitment end to end approval process.

Ensure that you regularly check the recruitment plan correspondence section. The LSU may send messages directly to you through this section once the recruitment plan is in draft. If you do not check this section, you may miss important information in relation to LSU endorsement for that recruitment plan.

Tip of the week

Importing deductions from previous recruitment plans

When submitting a new recruitment plan, you can duplicate deductions from an approved recruitment plan, by clicking the 'import from previous recruitment plan' button in the deductions tab. Once imported, you can edit the individual fields.

Example: If you have a group of workers arriving from Fiji under RP2222 and they have the same upfront and ongoing deductions (flights, cash advance, transport, rent, health insurance, etc.) as a previous group of workers from Tonga under RP1111, you can import the deductions from RP1111 into RP2222, and manually change the airfare deduction to the correct cost as per the flight matrix.

Upcoming training and development

The Department of Employment and Workplace Relations is currently developing PALMIS AE portal training for employers in areas such as mobilisations and recruitment plan workflows. The department is working with the AE PALMIS Consultative Group members to ensure the information is valuable for employers.

How to propose system enhancements

If you would like to provide feedback or ideas for future system enhancements, please submit a system support request through the AE portal and select the 'feature request' type. Please include as much information as possible with screenshots and examples to clearly outline the proposed enhancement.

Finding information and training resources online

The [PALMIS resources page](#) is available on the department's PALM scheme website page. The page features training webinars, release notes, frequently asked questions and the 'getting started' guide.

Help guides and videos are also available in the AE portal in PALMIS. If you still have questions, please contact the PALM scheme support service line (1800 51 51 31) or log a system support request in the AE portal.

PALM scheme update

The fortnightly PALM scheme update emails are designed to keep you up to date with the latest information to help you participate in the PALM scheme.

Click here to [subscribe](#).

Questions or concerns?

If you are unable to find anything in the existing guidance about a specific issue, the best way to get help is to submit an enquiry through the AE portal and provide as much information as you can. This will be submitted to the relevant teams and will be escalated as needed.

You can also contact the PALM scheme support service line on (1800 51 51 31) or email (palm@dewr.gov.au).

Your feedback will help with resolving specific issues, but also identify general system or guidance material improvements to improve the system for everyone.

We also would like to thank all employers for your ongoing efforts to engage with the system and for your continued support.

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Contact details

Please call the PALM scheme support service line on (1800 51 51 31) or email (palm@dewr.gov.au).

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